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	Hourly	Starter	Standard	SMB	SMB-E
Monthly Onsite	N/A	3	4	8	16
Additional Hours	\$125 / Hour	89.99	\$89.99	\$79.99	\$69.99
Travel	\$30 / Trip	Included	Included	Included	Included
Weekends/After Hours	\$125 / Hour	Included	Included	Included	Included
Emergency Response	\$125 / Hour	Included	Included	Included	Included
Remote Monitoring	Not Available	Included	Included	Included	Included
Online Backup	\$30/Month – 5GB	5GB Included	10GB Included	20GB Included	30 GB Included
Online Account Management	Yes	Yes	Yes	Yes	Yes
Certified Techs	Yes	Yes	Yes	Yes	Yes
Workstations Covered	N/A	Up to 5	Up to 10	Up to 20	Up to 30
Servers Covered	N/A	Up to 1	Up to 2	Up to 3	Up to 4
Routers/Firewalls/Switches	N/A	1	1	2	3
Patch Management	N/A	Yes	Included	Included	Included
Content Management	N/A	Yes	Included	Included	Included
Anti Virus/Spy ware	\$35/WS	Yes	Included	Included	Included
Additional Computer Coverage	N/A	Call	Call	Call	Call
Additional Server Coverage	N/A	Call	Call	Call	Call
Additional Router/Firewall/Switch	\$500 Average	Call	Call	Call	Call
Service Level Agreement	No SLA	Under 4 Hours	Under 4 Hours	Under 3 Hours	Under 2 Hours
Website Hosting	N/A	Included	Included	Included	Included
E Mail Hosting	N/A	Included	Included	Included	Included
Anti Virus	N/A	Included	Included	Included	Included